

IN Re: WC Docket No. 05-196

Subscriber Notification Report

Of

Quick Connect VoIP, LLC  
A Michigan Limited Liability Corporation  
5850 Dixie Highway  
Clarkston, Michigan 48346  
(248) 623 - 9500

- A. specific actions Quick has taken to advise its VoIP customers of 911 limitations.

Quick has not, and does not currently provide any form of 911 service to its 361 VoIP customers. This fact has been acknowledged in writing, in a hard copy, paper service application that all of its customers signed to apply for service, and which Quick has on file. Quick did not attempt to hide this fact by referring the prospective customer to a web site. Quick did not suggest to any prospective customer, that speed dialing some general administrative PSAP number was that same as or in any way a substitute for regulated landline telephone 911 or E911 service. We flat out told them that NO 911 was available period.

Quick believes that the above procedure substantially meets all the criteria the Commission's notice requirement since we have obtained and do maintain each end user's written signature to a document that gives the customer full and understandable notice of all the differences and limitations between its service and traditional 911 service that the customer has available from his/her local incumbent exchange carrier. The differences or limitations are simple and acknowledged. The customer's local telephone company may provide it, but Quick does not. Therefore a Quick customer knows

that they can not dial 911 and are not mislead into thinking that they may be able to dial 911 and obtain 911 emergency services, only to find out after they need the service, that they have none.

However, on advice of counsel, Quick has undertaken, to confirm this fact a second time. On or about July 27, 2004, Quick emailed a notice to each of its 361 VoIP customers which reminded them that Quick did not provide any form of 911 service and asked them to “reply” to the email that they understand this, or failing that, to print the notice, and fax or mail the notice back to us with their signature affirming that they understood this fact.

The notice informed the reader that failure to do this so that Quick received same by August 29, 2005, Quick will suspend their service until it did receive same.

Said notice also informed them that once it is determined how Quick will provide E911 service that they will receive a second letter which will advise how, if at all, the Quick 911 service will differ or be limited as compared to the regulated E911 service of their local landline telephone company. This is unknown as of the date of this report, as Quick is considering changing its wholesale switching vendor, or splitting off part of its customer base to a second vendor.

On or about August 4, Quick mailed a hard copy of the same notice via US mail, with laser printed white stickers advising the reader that “this is an internet phone and 911 is NOT available”, with instructions to place same on or near their VoIP phone.

On or about August 4, Quick started calling all non responding customers to inform them of the notice and the return requirement and as of the date of this report, have contacted all but about 15 customers.

As of the date of this report, 177 of Quick's 361 customers or 49% percent have returned the notice either signed by hand or with their electronic signature.

Quick intends to keep placing telephone calls to the non-responders until the close of business on August 29, 2005.

For those who fail to respond by close of business August 29, 2005, Quick will suspend service until the suspended customer complies.

Quick estimates that 15 per cent of its customer base will simply not respond until their service is in fact suspended. Of that number, Quick expects all to call and cuss us out, and that 5 per crnt will simply refuse to cooperate and call us a bunch of commies and do gooders.

When Quick has determined how it will in fact provide E911 service, it will mail a second notice with "Red" stickers that will disclose all the limitations of Quick's E911 service compared to traditional landline regulated E911 service, with instructions to apply same in place of the "white" label mailed on August 4, 2005.

Respectfully submitted this 9<sup>th</sup> day of August, 2005.

Bruce H. Yuille  
President  
Quick Connect VoIP, LLC  
5850 Dixie Highway  
Clarkston, MI 48386

(248) 623-9500 (voice)  
(248) 623 – 1977 (fax)